

I want to file a formal complaint against Bluegreen Vacations. I am deeply concerned about the unethical business practices I have experienced, which have had a severe negative impact on my financial well-being. In August 2021, I purchased my first timeshare package from Bluegreen. During the initial presentation, I was promised a 'free' vacation and coerced into attending an 'owners orientation class,' where I was subsequently pressured into purchasing additional points in November 2021. I was told that the points I initially bought would not cover the vacation I had in mind for my parents, and the only solution presented to me was to purchase more points. This bait-and-switch tactic led to me making a substantial financial commitment that I believed would bring me the dream vacations and endless possibilities I was promised.

Since these two purchases, I have not acquired any additional timeshare upgrades or timeshares. Instead, I was coerced into obtaining a BG credit card to cover down payments and used it to pay for two separate programs that claimed they would assist me in selling my timeshare and selling my 'extra weeks' to offset my monthly payments and yearly maintenance fees. One of these companies is no longer in business, and the other refuses to refund the money I invested. The impact of this timeshare on my life has been detrimental. I was sold on the idea that it would be a wise investment for me and my family, with the possibility of passing its benefits on to my niece and nephew. However, the reality has been quite the opposite. I have spent thousands of dollars and received virtually nothing in return. My monthly financial obligations have skyrocketed, with dual mortgage payments, and the ever-increasing maintenance fees and penalties for expiring points have created a heavy financial burden. Not only has this timeshare caused financial distress, but it has also hindered my ability to travel as promised. I was informed that I could enjoy dream vacations with my points, yet I have been met with numerous roadblocks, such as insufficient points, expired points, and limitations on usage during specific seasons or times. The solution presented to me was to use Travel Plus or RCI, the timeshare company's partners, but this involved additional point exchanges and fees. The manipulative tactics used by their sales representatives are endless and have created an environment of deceit and misinformation.

Financially, this timeshare has taken a significant toll on my life, and with student loan payments about to begin, I find myself in an increasingly precarious situation. I have faithfully paid my monthly mortgage and annual maintenance dues, yet I have not enjoyed a single vacation as promised. The burden of this timeshare has become unbearable, and I would never wish this situation on anyone else. In light of the above concerns, I am kindly requesting your assistance in investigating the unethical business practices of Bluegreen. I seek a resolution that involves a full refund of the money invested in the timeshare and related programs. Additionally, I hope that measures can be taken to hold Bluegreen accountable for their deceptive practices and to protect others from similar experiences.